

Myanmar Centre for Responsible Business Complaints and Grievance Procedure

The Myanmar Centre for Responsible Business (MCRB) aims to offer an effective complaints mechanism which is consistent with the UN Guiding Principles on Business and Human Rights i.e. legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue.

If you believe that your human rights have been, or might be, adversely impacted by MCRB's work, you have the opportunity to raise this with us through our complaints procedure. Alternatively, you may ask a representative to do this for you. We undertake to respond promptly according to the deadlines set out below.

Step 1

Complaints can be raised:

By mail to:

Vicky Bowman, Director
Myanmar Center for Responsible Business (MCRB)
No.6 (A), Shin Saw Pu Road,
Ahlone Township,
Yangon, Myanmar

By email to vicky.bowman@myanmar-responsiblebusiness.org

By phone to 01-512613

Complaints may be made in Myanmar, English or your native language. However complaints not in Myanmar or English may take longer to deal with than the indicative guidelines given below.

You should clearly identify your complaint as a complaint under the MCRB complaints/grievance procedure, and provide details of where we can contact you.

We undertake to acknowledge your complaint **within two working days** by the same means you contacted us, where viable, and to let you know the name of the person handling your complaint. We undertake to provide a substantive response within two weeks.

Where you ask us to keep your identity confidential, we will do so.

Anonymous complaints will be considered, but will not receive a response.

If the complaint is particularly complex, we will contact you **within two weeks** to provide a new deadline for a response.

If MCRB considers that the complaint is not related to an actual or potential impact on human rights, we will inform you accordingly. No further action will be taken by the MCRB, although the complainant has the right to take the issue to Step 2.

Step 2

If you are not satisfied with this response, you may refer our response to the Danish Institute for Human Rights (one of MCRB's two parent bodies). Contact details:

Danish Institute for Human Rights

Wilders Plads 8K
1403 Copenhagen K

PHONE: 32698888

FAX: 32698800

EMAIL: business@humanrights.dk

Complaints may be made in Myanmar, English or your native language. However complaints not in Myanmar or English may take longer to deal with than the indicative guidelines given below.

At all stages of the process, MCRB and DIHR will seek to resolve the complaint through dialogue on equitable basis.

Where adjudication is needed, both parties could seek to agree to appoint a legitimate, independent third-party to adjudicate.

This non-judicial grievance mechanism should not in any way prejudice your ability to seek recourse through other third-party mechanisms, including state-based mechanisms, such as courts.

Monitoring/reporting

MCRB will report annually on how many complaints have been received, how many have been resolved and how many are outstanding, as well as a summary of issues raised.